

Fig. 1

NURSE-ASSISTED TELEPHONE TRIAGE (NATT) PROGRAM

Top Level Flow Diagram for Nurse-Assisted Telephone Triage Program

Fig. 2a

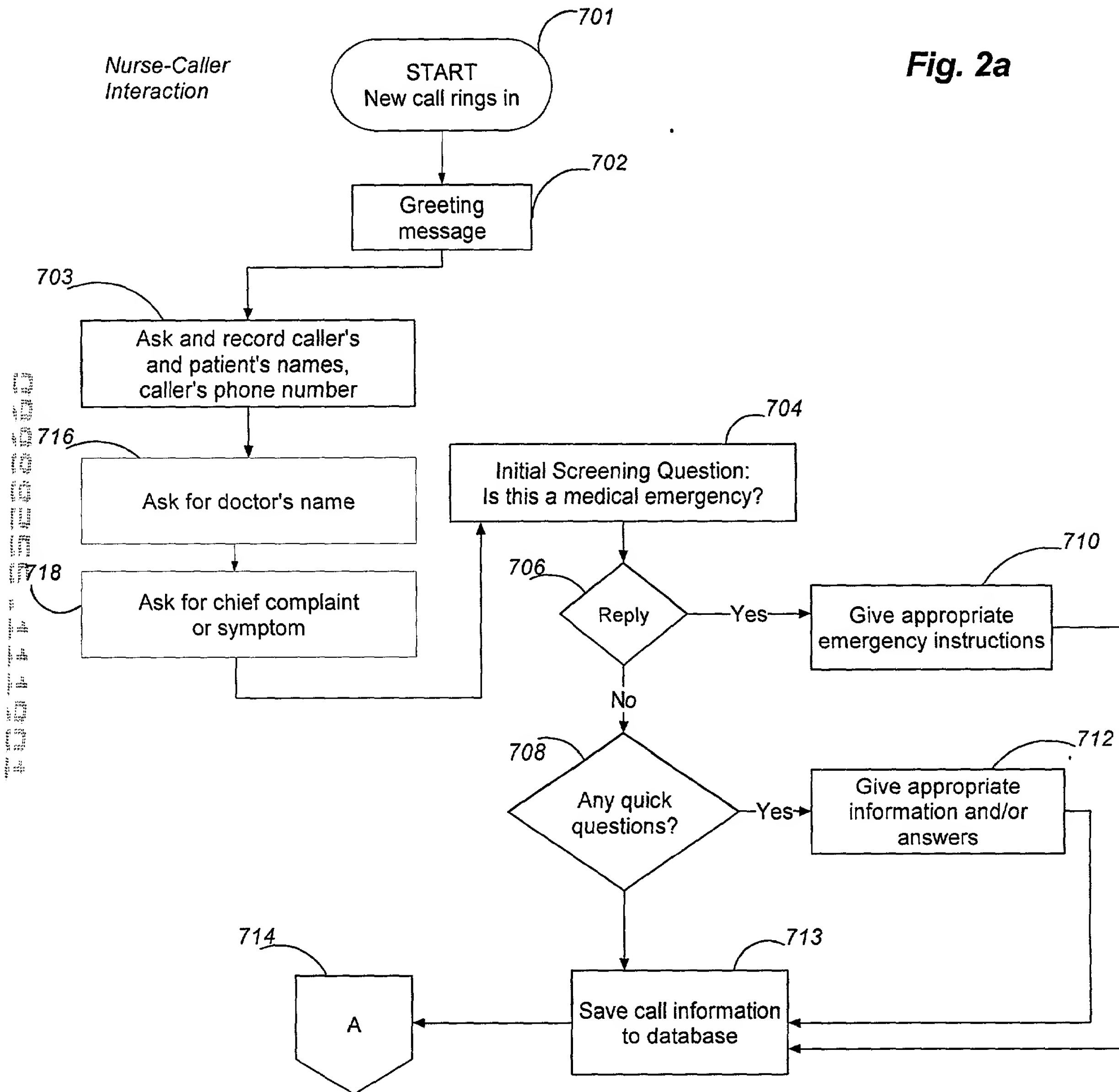


Fig. 2b

Nurse-Caller
Interaction

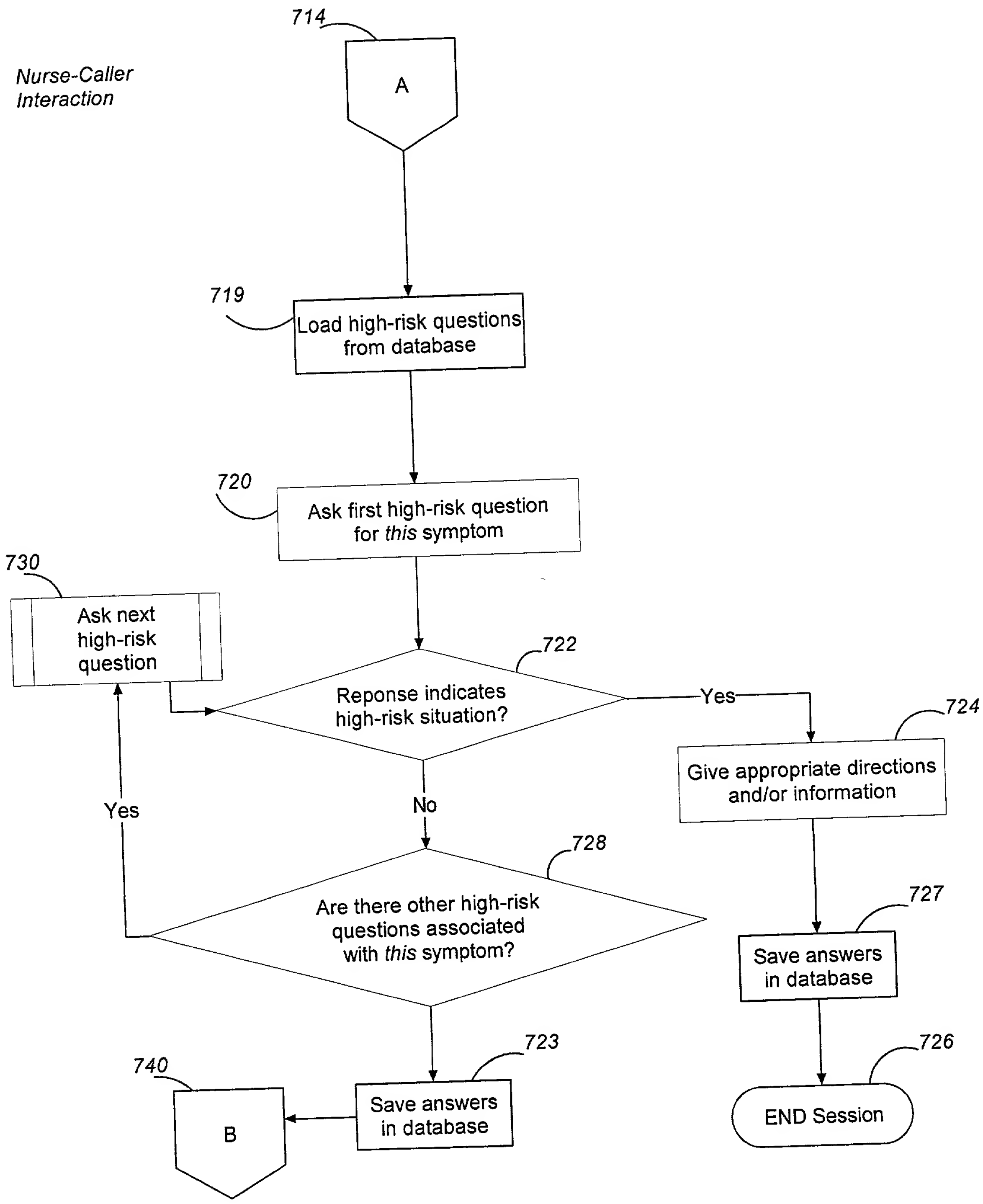
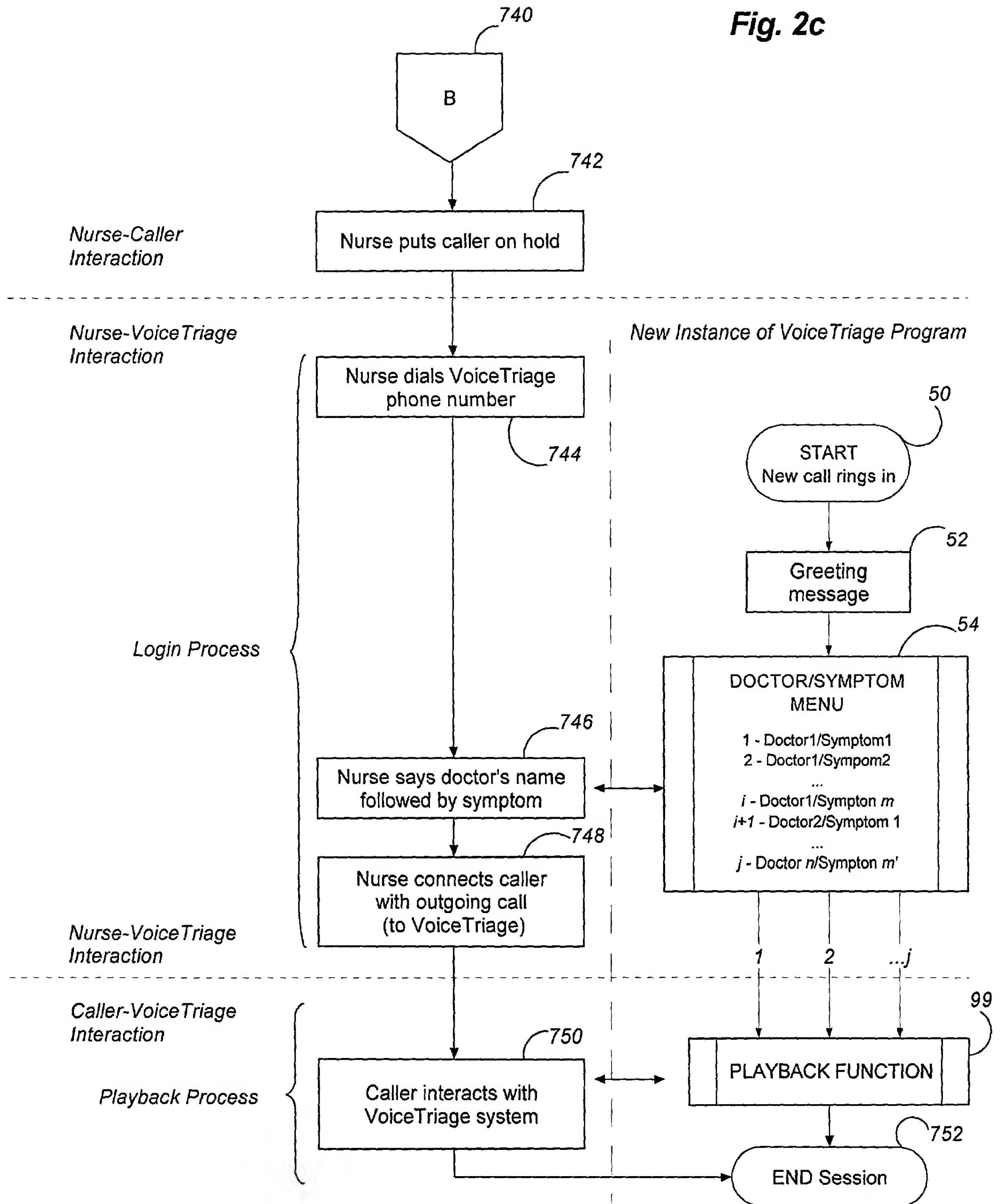


Fig. 2c



FULLY AUTOMATED TELEPHONE TRIAGE (FATT) PROGRAM Drawings 5 of 24

Top Level Flow Diagram for Fully Automated Telephone Triage Program

Fig. 3a

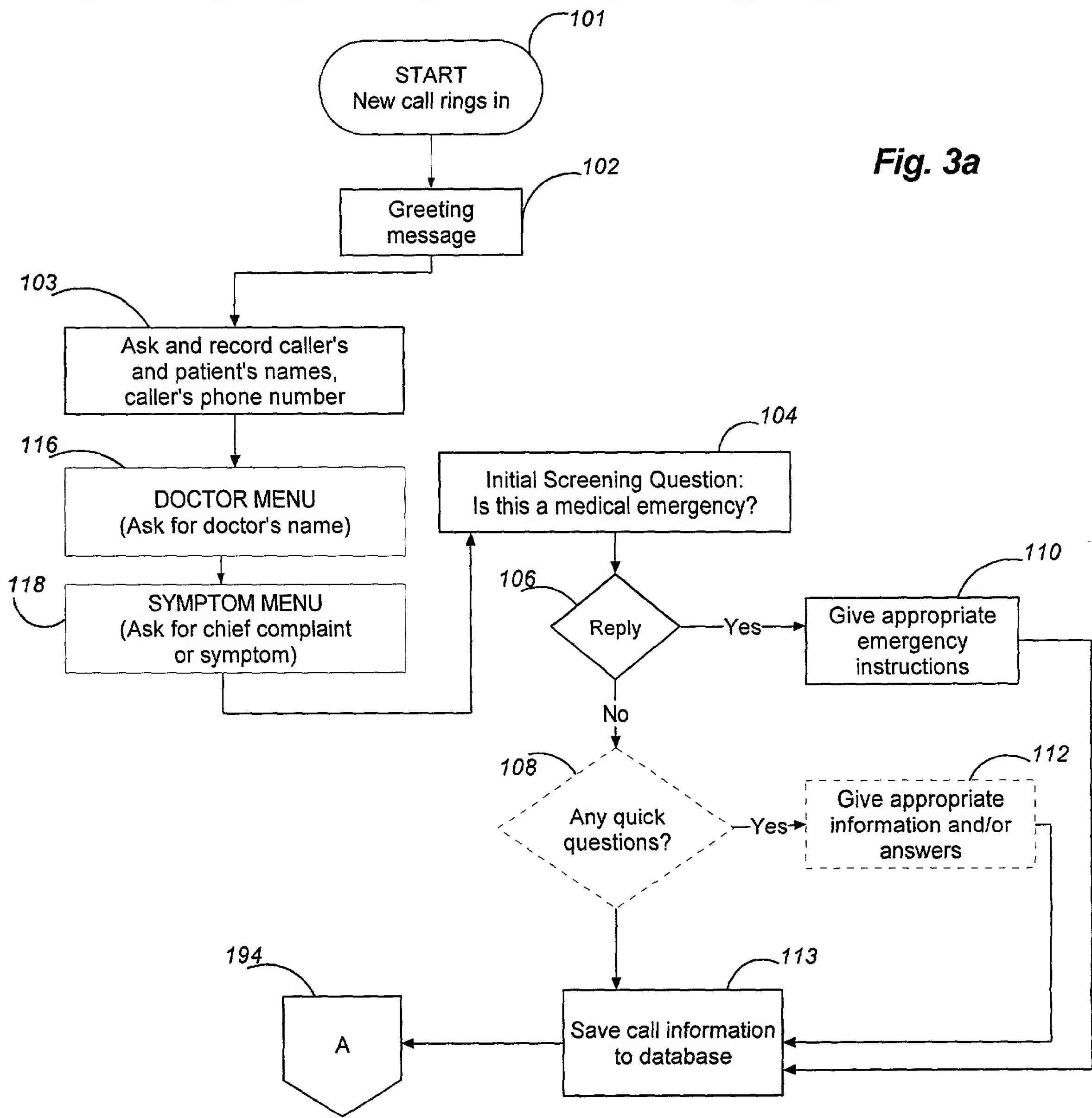
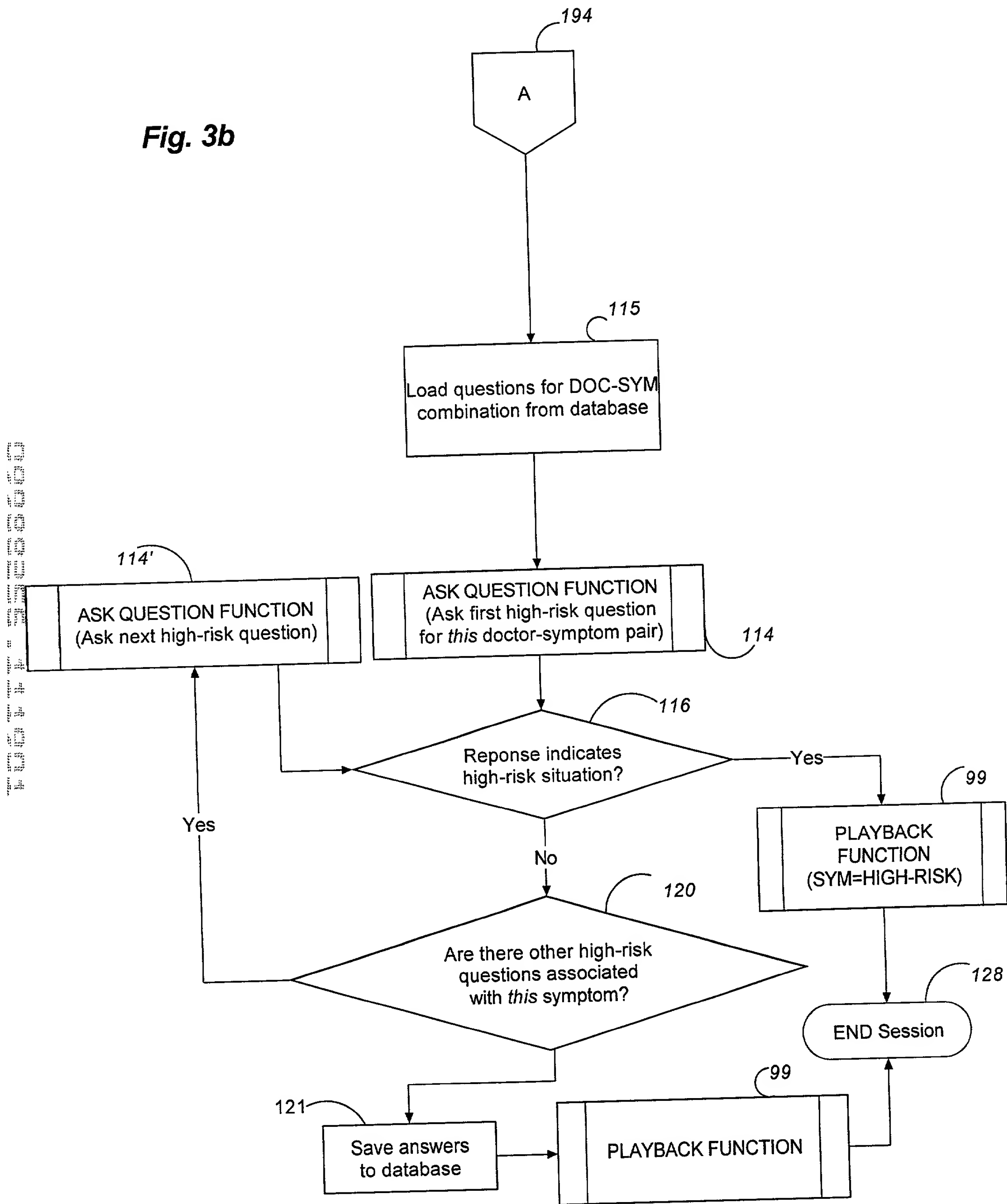


Fig. 3b



Doctor Menu

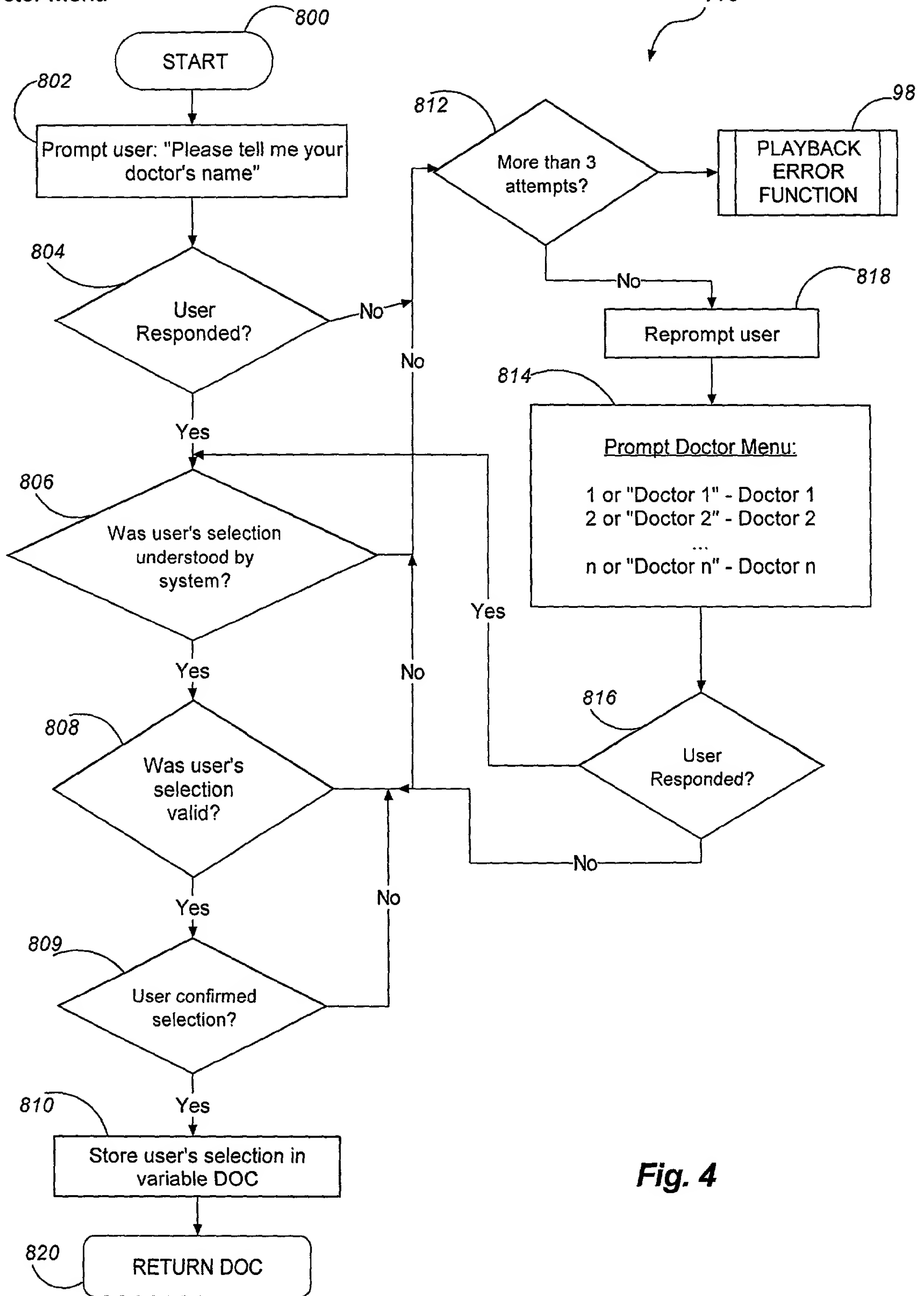


Fig. 4

Symptom Menu

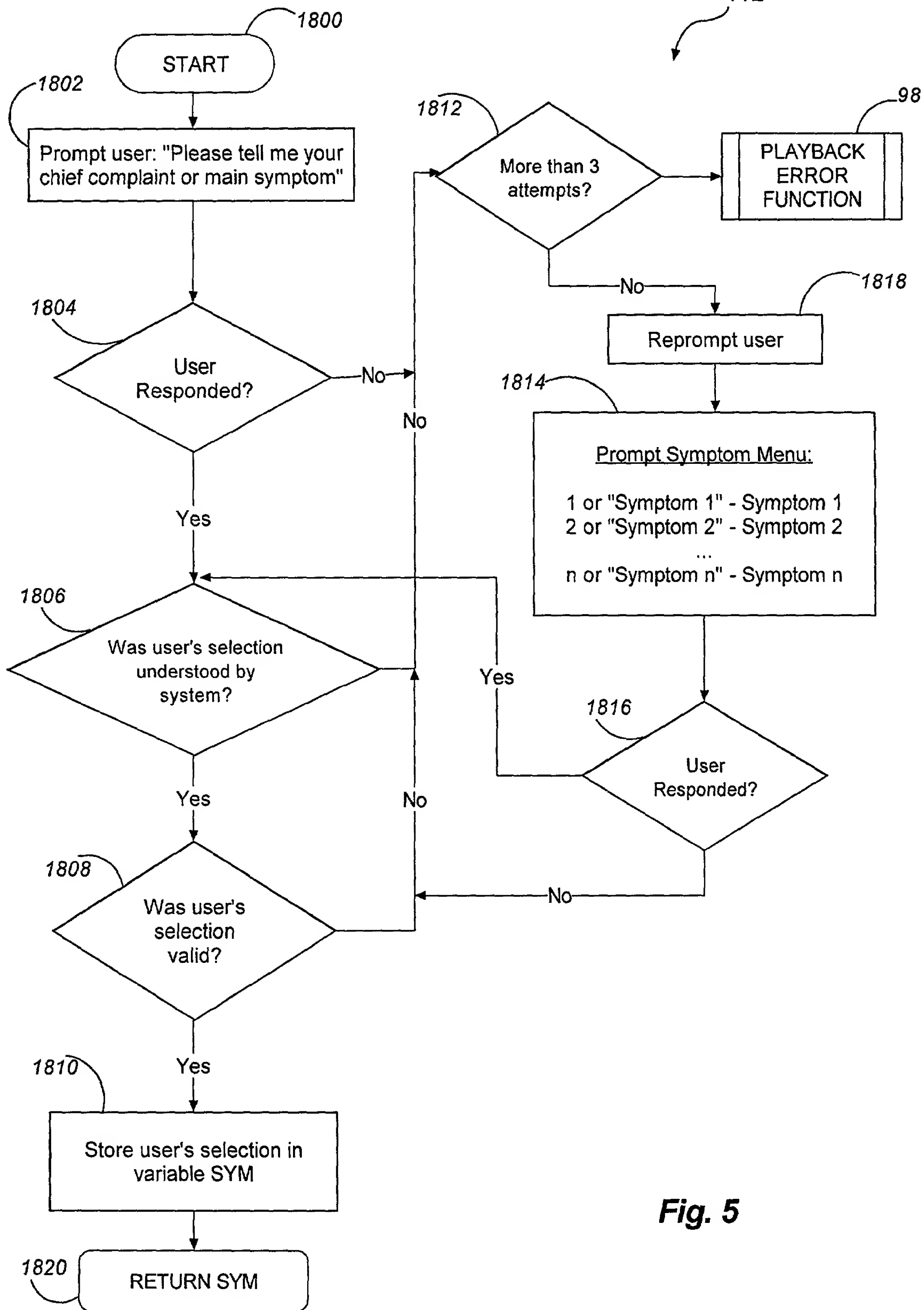
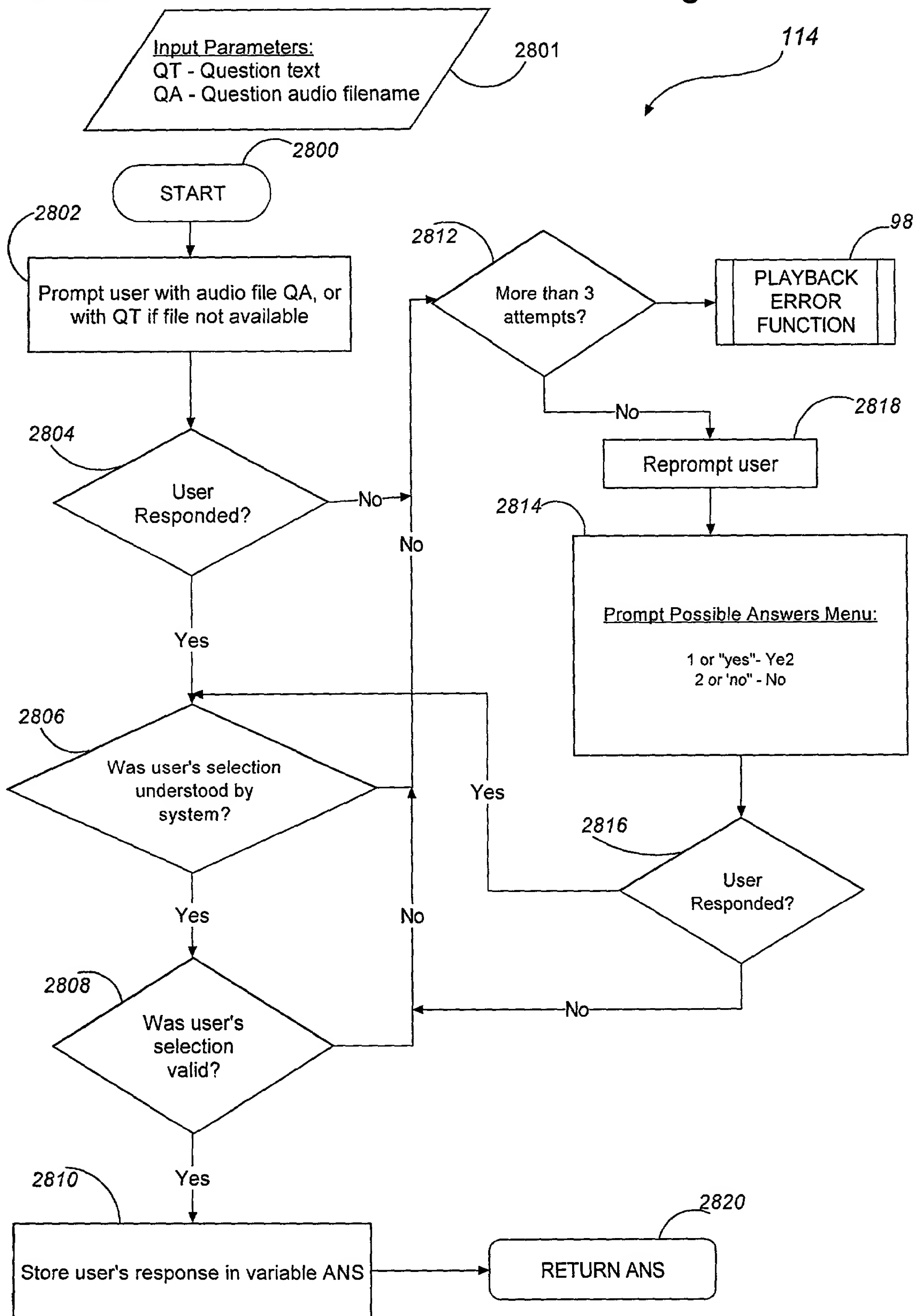


Fig. 5

Ask Question Function



Doctor/Symptom Menu

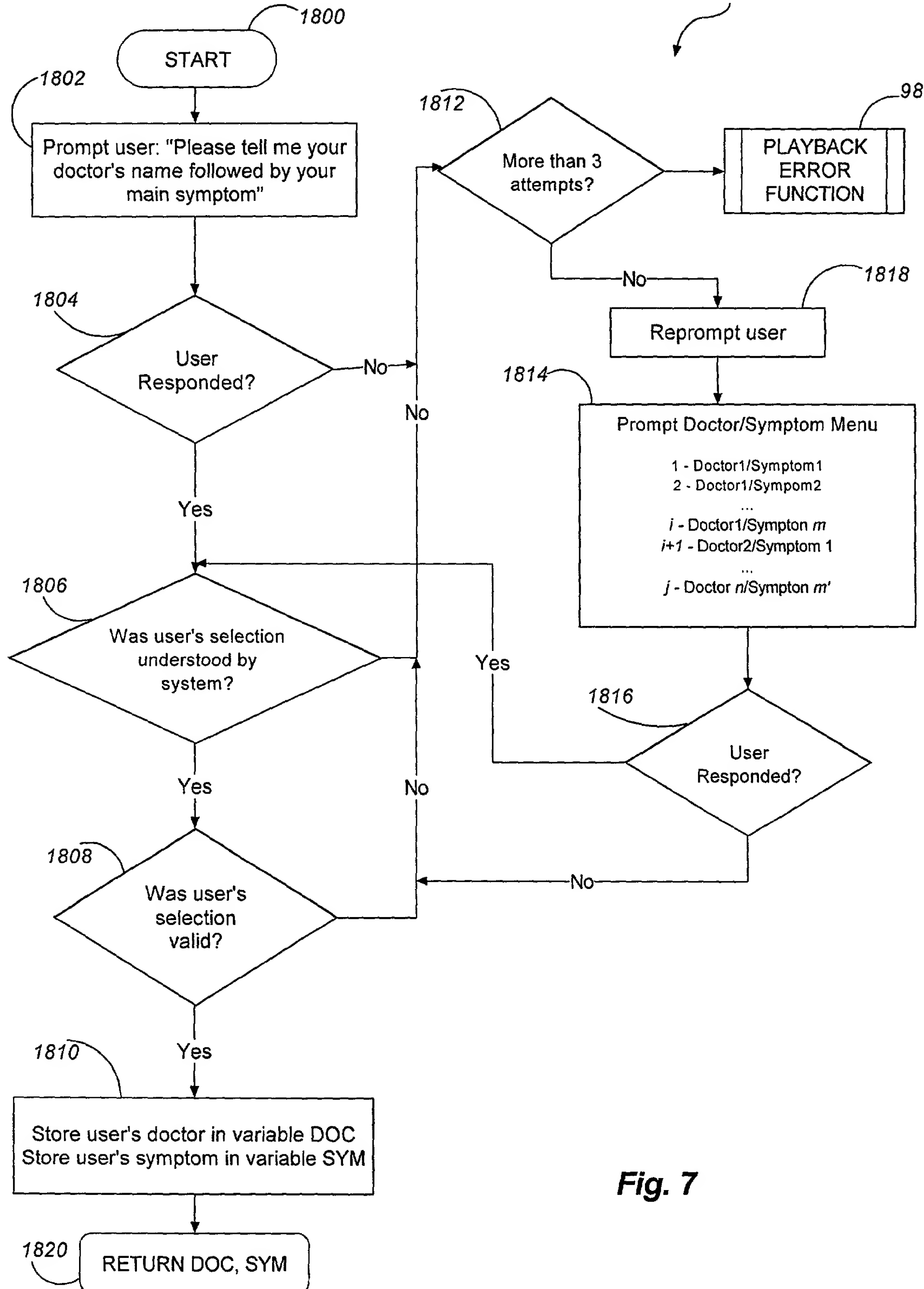


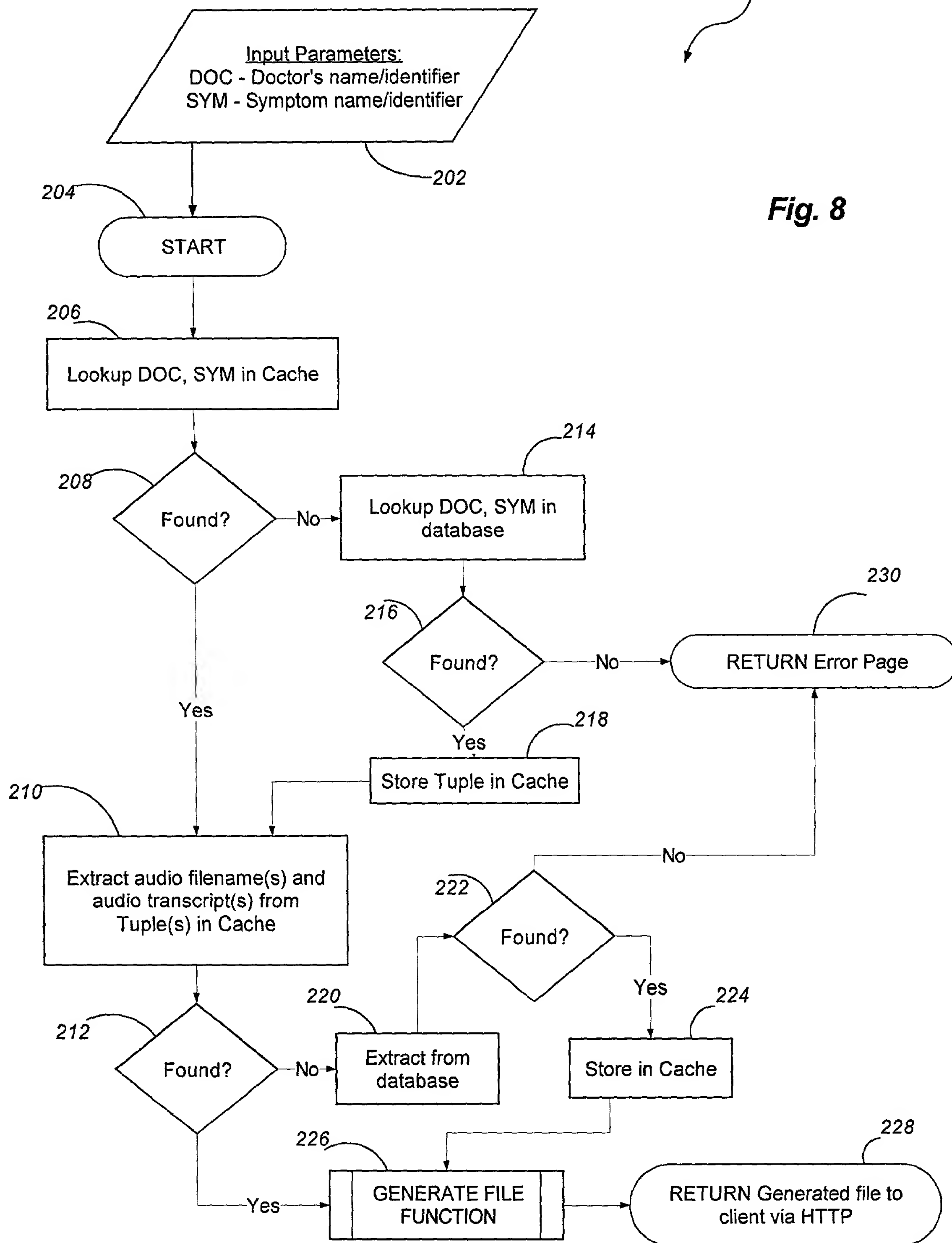
Fig. 7

Playback Function

Drawing 11 of 24

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Fig. 8



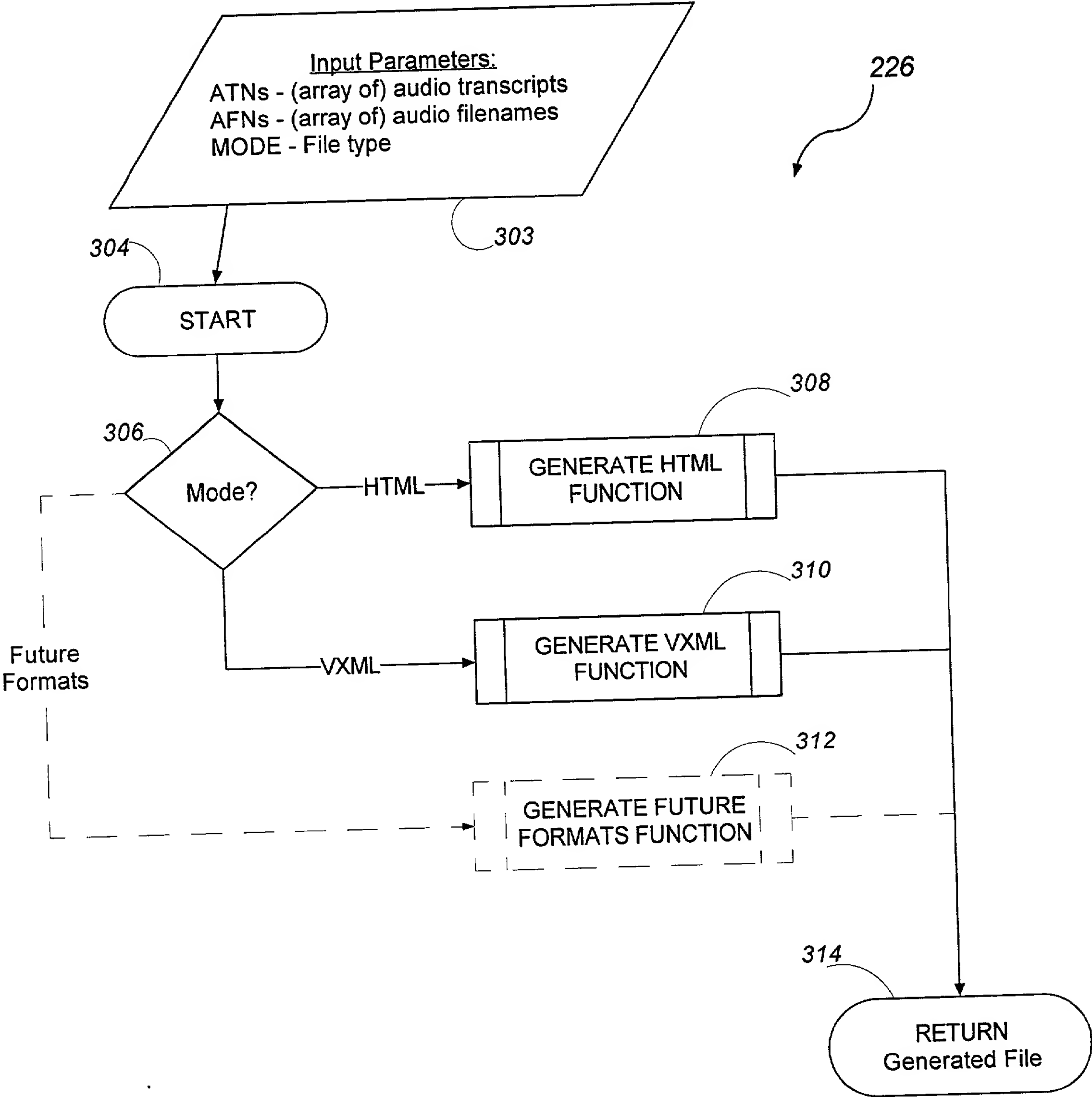


Fig. 9

Generate VXML Function

Drawings 13 of 24
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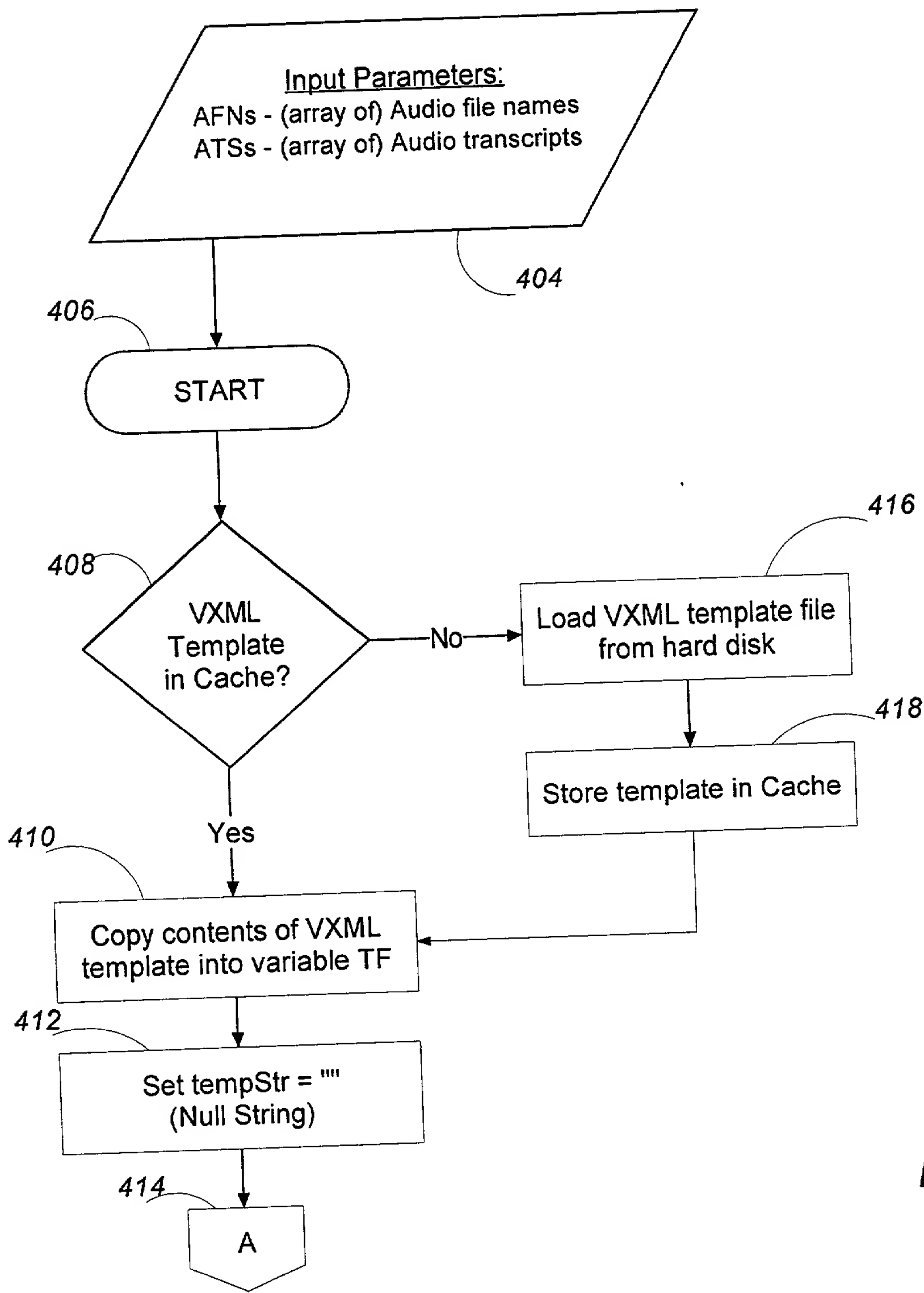
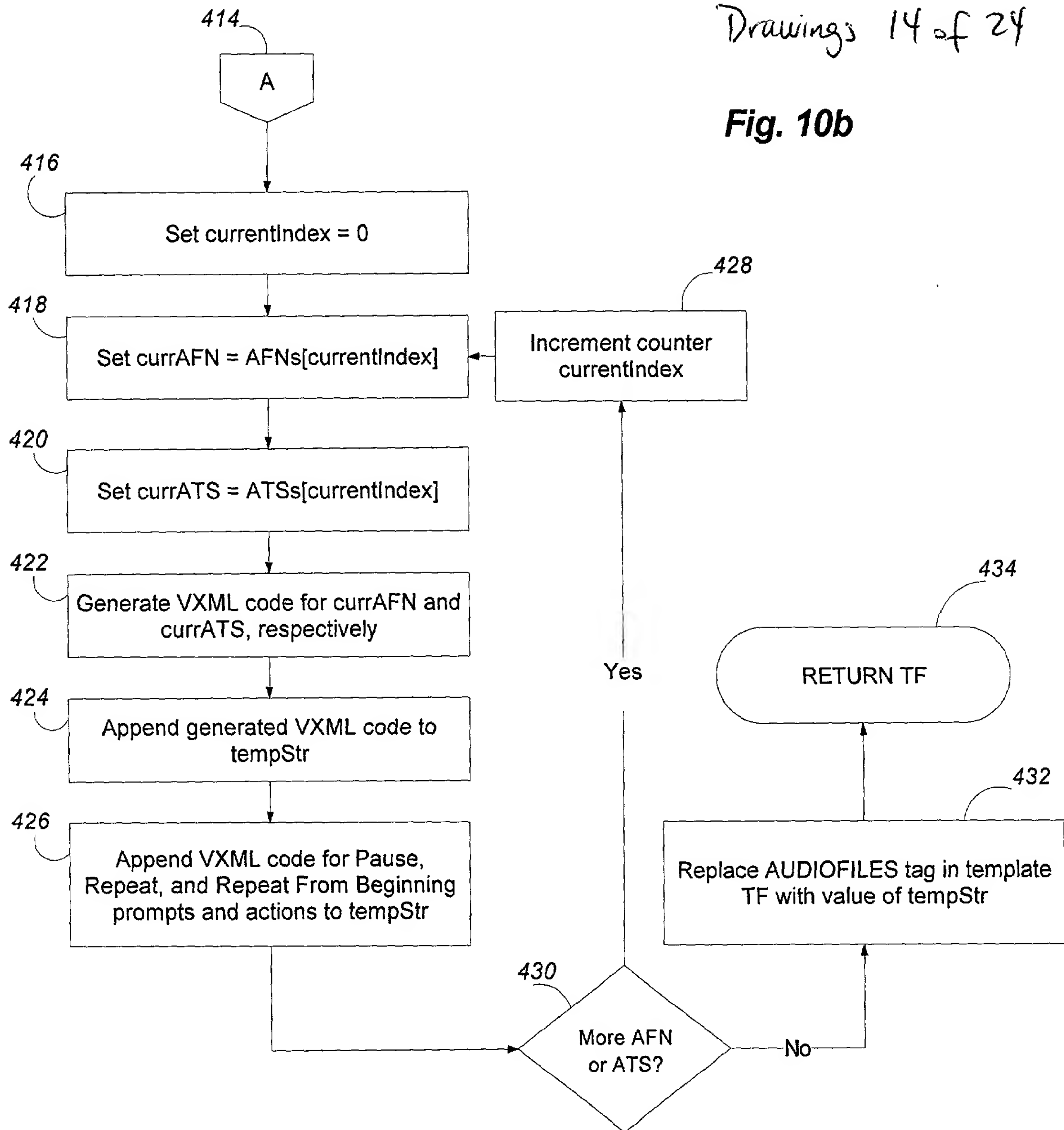


Fig. 10a

Fig. 10b



Generate HTML Function

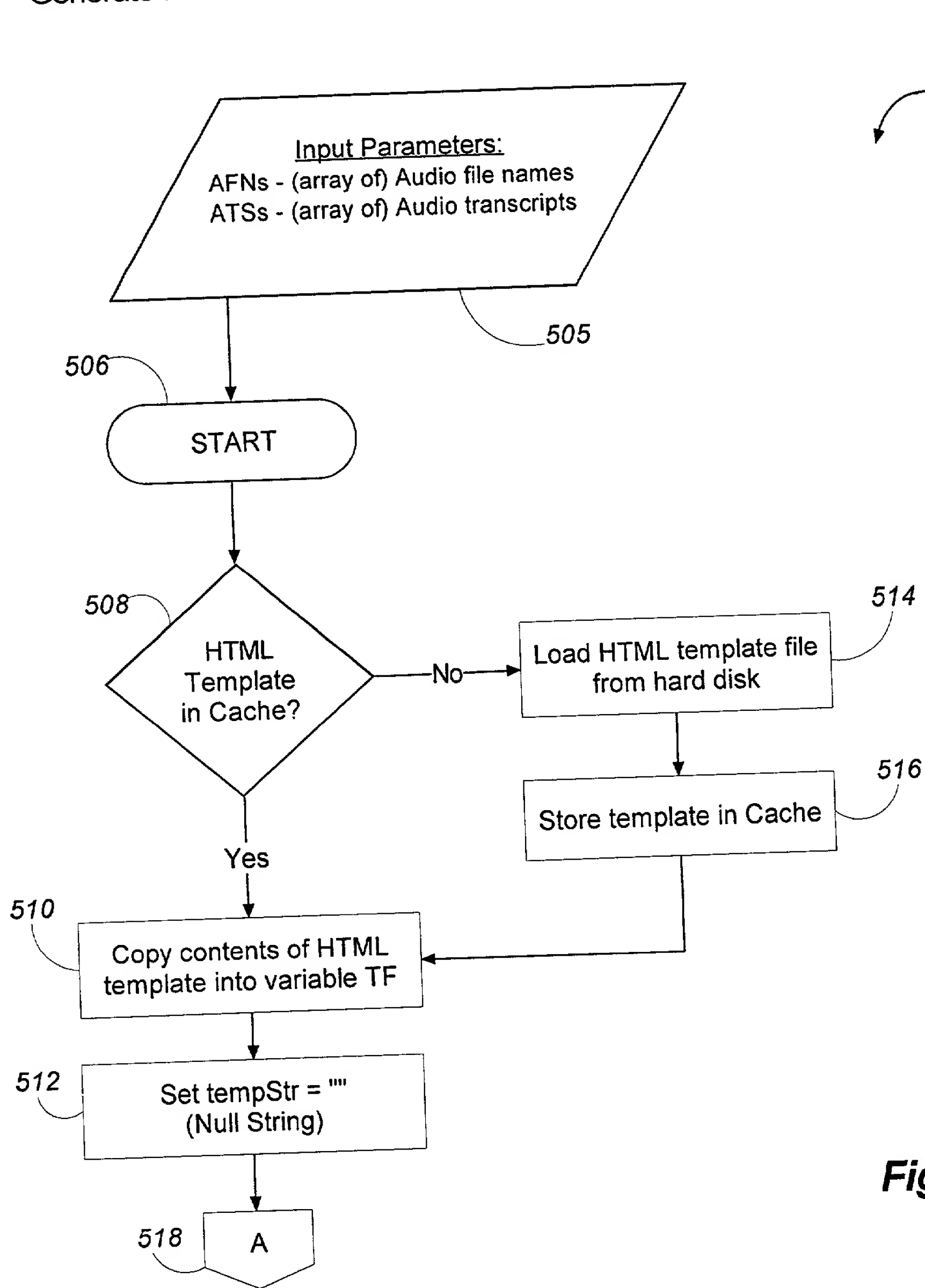
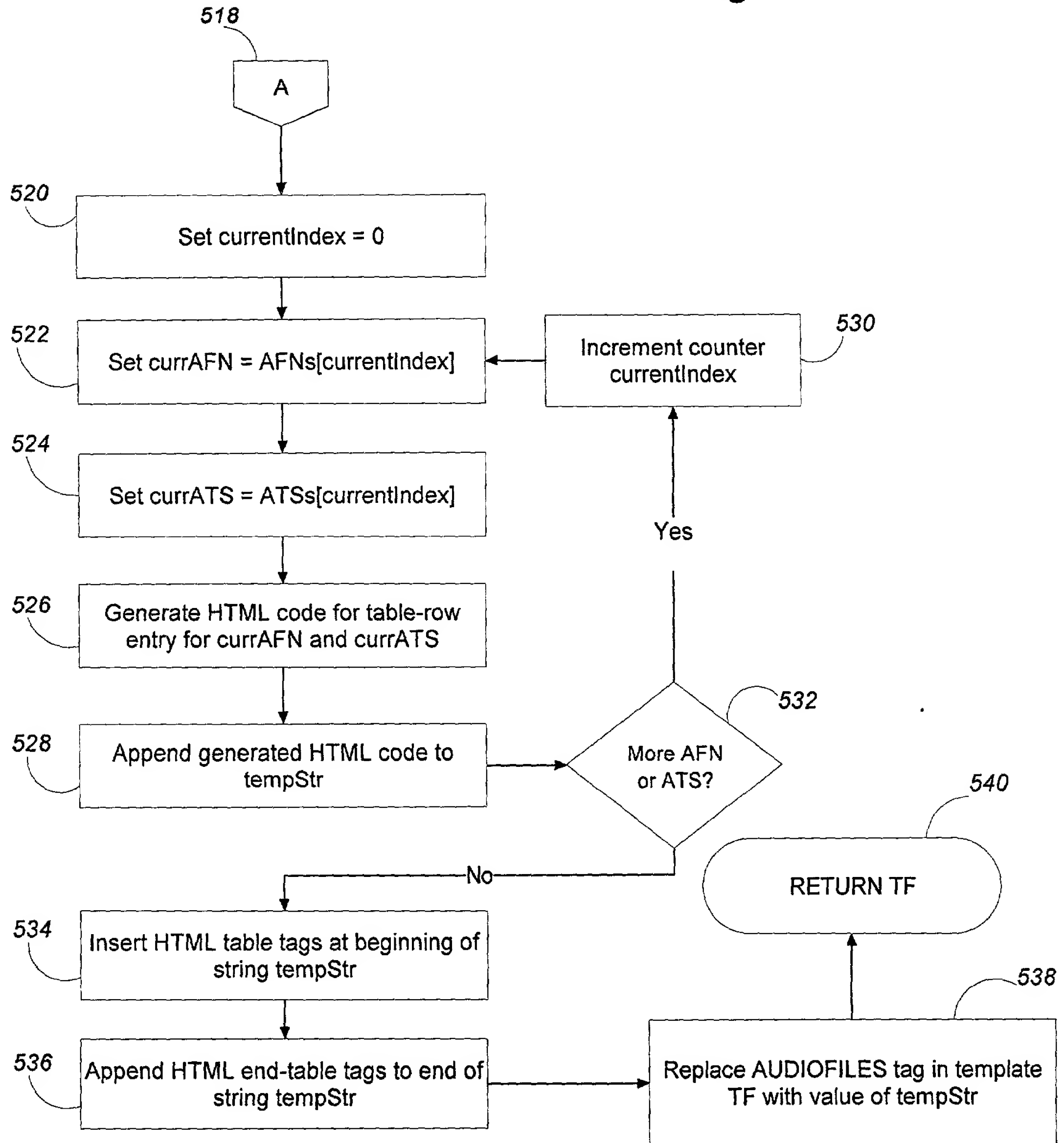


Fig. 11a

Fig. 11b



Error Checking Process

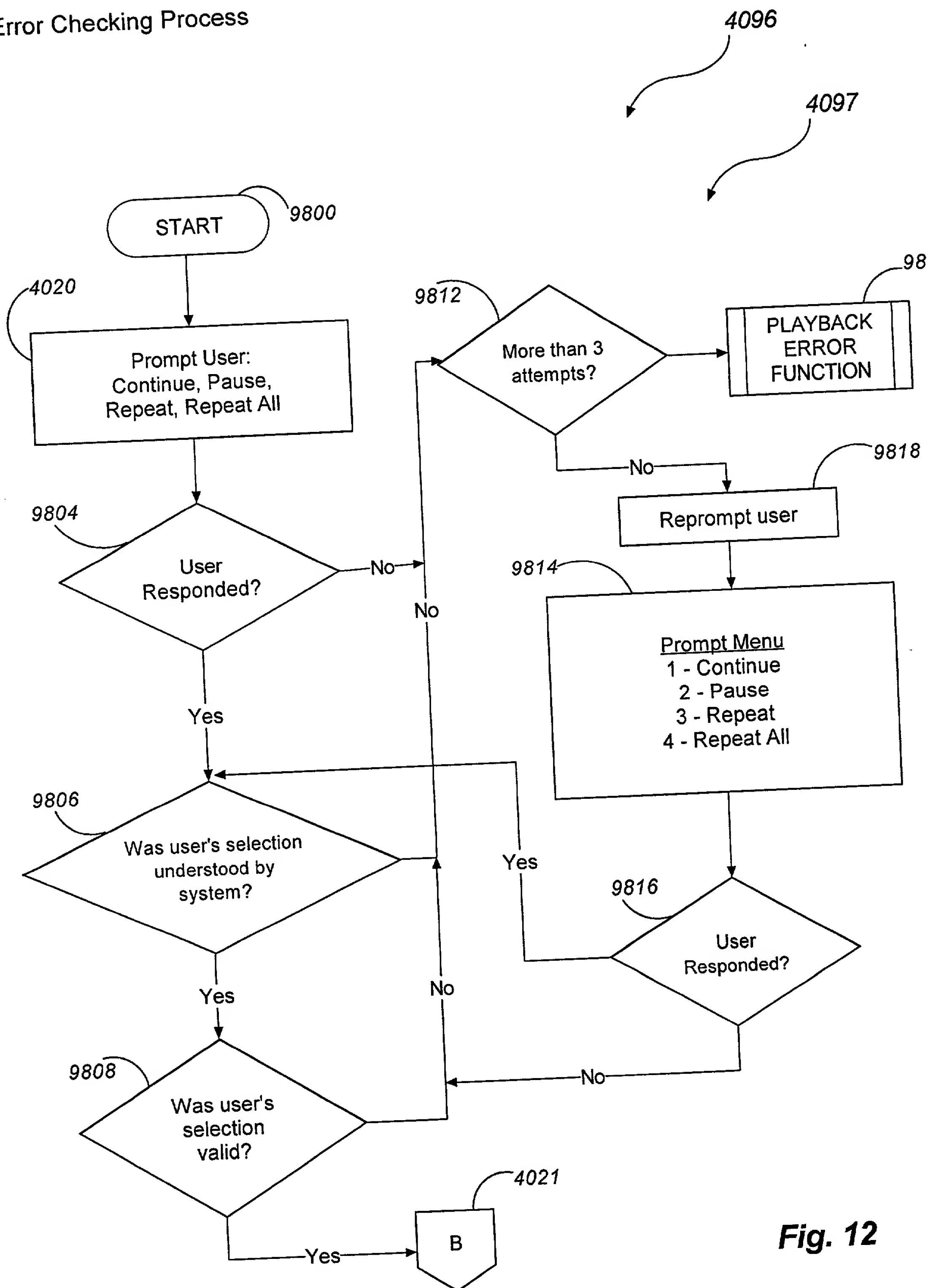


Fig. 12

Fig. 13

Sample VXML File

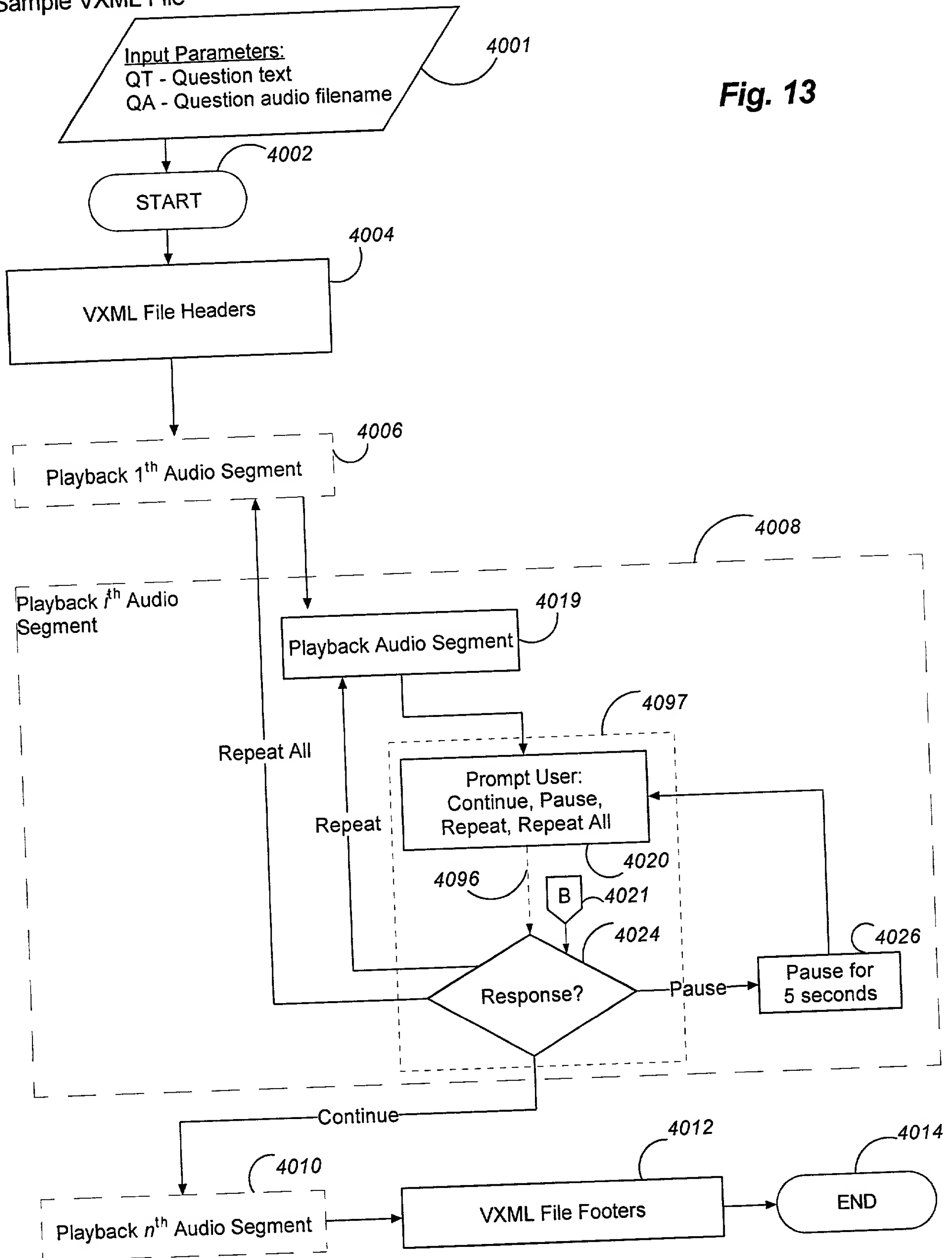


Fig. 14 VoiceTriage program -- Database schema

Fig. 15b VoiceTriage program -- High-risk questionnaire *Drawings 21 of 24*

VoiceTriage -- High-Risk Questionnaire

Call Information

Patient's Name	John Smith
Caller's Name (if different)	
Caller's Phone Number	212-555-1234
Doctor's Name	Dr. Lugo
Chief Symptom	Cough
Nurse on duty	Rachel Smith, R.N.
Is medical emergency?	Not a medical emergency

Questions

Does patient have any difficulty breathing noted by fast or hard breathing? ☐ Yes ☐ No

Does patient look blue, gray, or very pale? ☐ Yes ☐ No

Is there a history of asthma? ☐ Yes ☐ No

Additional Comments & Advice Given

Fig. 16a VoiceTriage program -- accessed by client machine viewed by "caller" with web browser, audio message provided

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VoiceTriage -- Doctor's Message

Call Information

Patient's Name	John Smith
Caller's Name (if different)	
Caller's Phone Number	212-555-1234
Doctor's Name	Dr. Lugo
Chief Symptom	Cough
Nurse on duty	Rachel Smith, R.N.
Is medical emergency?	Not a medical emergency

Click to listen to an audio file:

Listen to Audio

Listen to Audio

Transcript of audio file:

Hello, this is dr. Lugo, I understand that you are calling because your child has a cough, congestion or stuffy nose. If your child has any of the following high risk factors i recommend coming to the emergency room.

If your child has any difficulty breathing noted by fast breathing, hard breathing with chest or stomach going in and out hard please come directly to the hospital. If they look blue, gray or very pale ...

If none of the above exist please provide supportive home care and call the office in the morning. Home care i like to recommend is

saline nose drops 1-2 drops each nostril three times a day. Cool mist humidifier at night.

I understood the above information

Cancel

Drawings 23 of 24

[illegible]

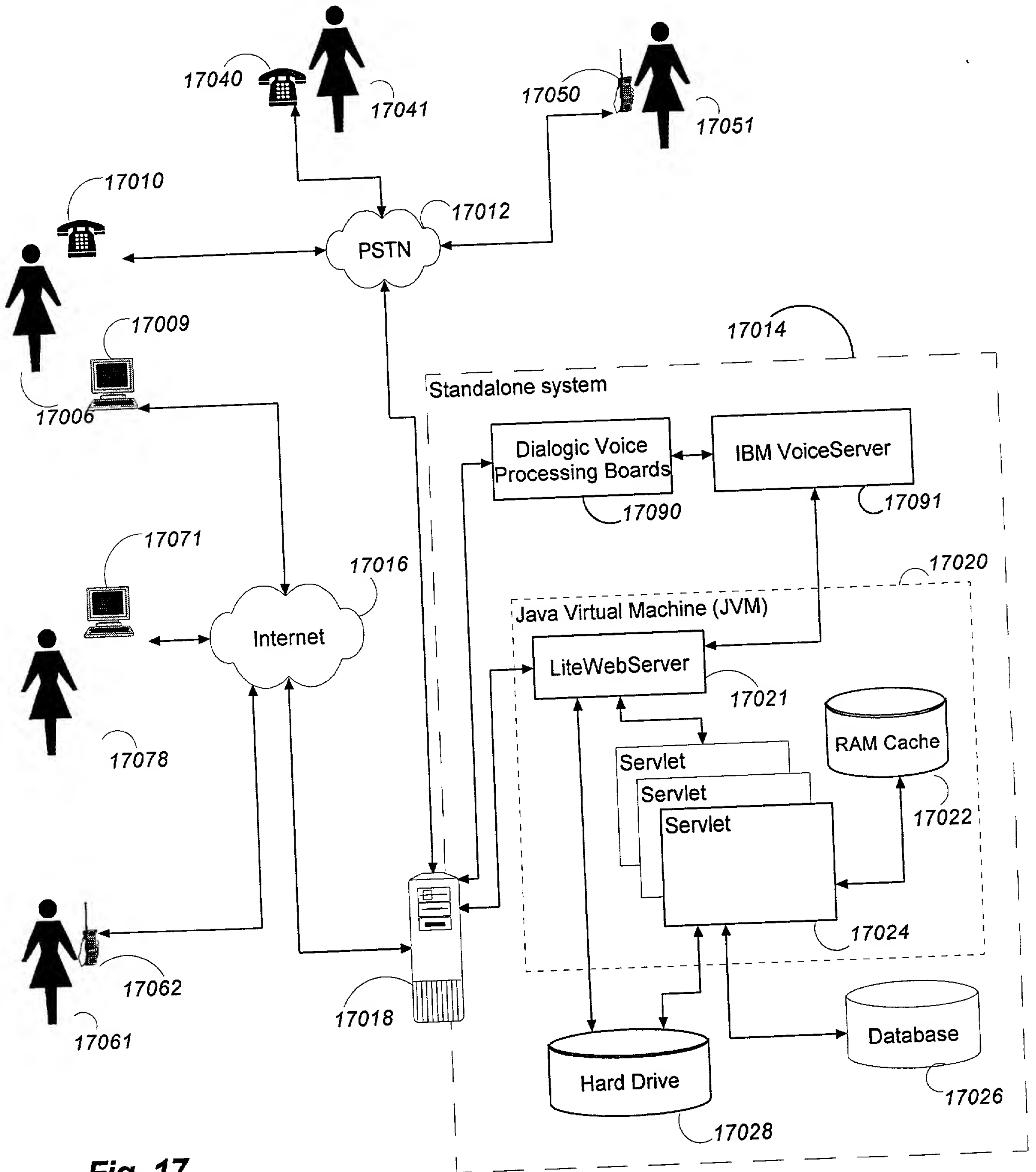


Fig. 17